



Post:	Senior Administrator
Hours:	37 hours (to include occasional evening and weekends)
Salary:	£19,000 - £21,000 per annum
Location:	Kenburgh House with requirement to travel between service locations
Responsible to:	Chief Executive Officer
Annual leave:	25 days
Pension:	We operate a contributory pension scheme which you will be auto-enrolled into (subject to the conditions of the scheme)
Probationary Period:	6 months

Mind in Bradford

Mind in Bradford is a registered charity and has a Board of Trustees (The Board) which is legally accountable for the activities of the organisation.

Our purpose (why we exist): is to promote mental wellbeing and empower and help people experiencing mental health problems to manage and work towards recovery and fulfilment.

Our mission (what we do):

- We build community and individual resilience for better mental wellbeing
- We provide early intervention advice and support
- We support people in crisis
- We empower and help people to recover and sustain improved wellbeing

The Board is responsible for governance (steering and accounting for the organisation) whilst day to day management functions (getting things done) are delegated through the Chief Executive to employees within the organisation.

Purpose of the post

To fulfill the role of frontline communicator with service user, enquiries and visitors to HQ, to provide robust administrative support, identify and implement relevant systems, act as a personal assistant to the Chief Executive Officer and to undertake any other general duties as are required by our organisation.

Main duties and responsibilities

- To provide administration support to all aspects of the Chief Executive and Service director post, as required.
- To warmly receive all of our visitors and attend to their individual needs as appropriate.
- To ensure that all staff and volunteers have access to appropriate ICT hardware, software and support.
- To manage all incoming calls, and deal with enquiries in a calm and professional manner.
- To arrange maintenance of office equipment and, source and purchase all office supplies.
- To ensure that the office is clean, tidy and a suitable environment for all staff, visitors and service-users.
- To produce and distribute letters and digital correspondence to a high, professional standard.
- To provide administrative support to the finance function, including, but not limited to, the daily operation of petty cash and collation of employee information such as annual leave and timesheet data.
- To manage and support administration volunteers
- To identify and implement required systems to enhance operational efficiency.
- To effectively manage the organisational diary and all other messages and information received.
- To assist in the creation and maintenance of data bases, being aware of, and ensuring adherence to data protection law.
- To maintain and improve the efficiency of current filing systems.
- To collate statistics for the CEO and Service Director as required.
- To assist the CEO in administering HR processes eg DBS forms, recruitment process
- To complete risk assessments in accordance with Health and Safety obligations.
- To service meetings as required, maintaining inscrutable levels of confidentiality.
- To undertake all other tasks required, commensurate with the grade of this post.

- Be familiar with the Mind in Bradford 'Code of Conduct' and to ensure that it is followed at all times both by staff, volunteers and clients
- Participate in individual and group supervision and internal/ external staff development and training
- To take responsibility, with colleagues, for ensuring that all Health and Safety requirements are met and all policies complied with.
- Attend and input to regular team meetings
- Ensure understanding of and compliance with all Mind in Bradford policies and procedures.
- Complete mandatory training related to the role
- Work in alignment with the aims, objectives, and core values of Mind in Bradford
- Undertake any other duties or tasks deemed necessary as determined by the CEO

It is Mind in Bradford's policy to make reasonable adjustments to enable workers with disabilities to undertake the above.

Senior Administrator - Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • A minimum of 5 GCSE's (or equivalent) grades A-C – must include English and ICT) 	<ul style="list-style-type: none"> • Evidence of ongoing professional development
Experience	<ul style="list-style-type: none"> • Minimum of 2 years' experience of working in a busy and demanding office environment • Establishing and managing an effective and efficient administrative support to a team with varying needs and demands • Reception and telephone work • Working as part of a team • Utilising databases • Petty cash and finance systems • Knowledge of office systems and procedures • Experience of diary management and appointment booking using manual and computerised systems • Experience of minute taking and the production of accurate records 	<ul style="list-style-type: none"> • Experience of successfully interacting with people who present challenging behaviour • Experience of gathering information for tenders and other funding bids • Experience working within a third sector setting • Personal experience of mental health difficulties oneself or as a family member or carer • Supporting and supervising volunteers
Skills and Abilities	<ul style="list-style-type: none"> • Confident and successful use of IT systems and packages, including Microsoft Office (Excel, Word, PowerPoint, Outlook) • Excellent administrative and organisational skills • Able to take the initiative and problem-solve • Able to work well under pressure and to a consistently high standard • Able to minute/take notes at meetings • Able to support and supervise admin volunteers • Excellent communication and customer care skills (written and verbal) • Good numeracy skills and the ability to administer a petty cash system 	<ul style="list-style-type: none"> • Evidenced experience of using own initiative to create solutions

	<ul style="list-style-type: none"> • The ability to multitask, prioritise and switch tasks as necessary • Ability to work efficiently and make good use of time and resources. 	
Knowledge of	<ul style="list-style-type: none"> • Your own support and development needs • Handling confidential information in an administrative setting • Anti-discriminatory practice and promoting diversity 	<ul style="list-style-type: none"> • Health and safety regulations appropriate to an organisation of this size • HR policy and practice • GDPR compliance • General knowledge of mental health and well-being
Attitudes and Personal Attributes	<ul style="list-style-type: none"> • Inclusive approach which welcomes and relates to people from many different backgrounds • Positive attitude towards those with mental health difficulties and are able to respect and value people unconditionally. • Patient, resilient and able to cope with pressure to meet deadlines • Exceptional listening, verbal and written communication skills • Able to take the initiative, be creative, proactive and flexible • A professional approach to all duties 	

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